



# Homestay Handbook

**Hosting students on Adult Courses** (Valid from 1 January 2016 until further notice)

*Guide and Conditions for homestay families providing accommodation for international students attending English language courses*

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**Emergency  
Telephone  
GB Code +  
(0)7831613193**

# Introducing Anglo-Continental

**Anglo-Continental** is one of the world's best known English language teaching organisations. It is accredited by the British Council and is a member of the professional body, English UK. Anglo-Continental is also regularly inspected by the Independent Schools Inspectorate (ISI). We offer tuition of the highest quality and provide a wide range of English language courses to meet the needs of students of all ages and professions.

Our school is a leader in English language tuition and testing and many successful writers have taught at the school. Anglo-Continental has offered English language courses for 65 years to 400,000 students from 120 different countries.

The educational facilities provided by Anglo-Continental are of the highest standard, and the inclusion of a homestay family's name in its register is recognition of the homestay family's ability and willingness to provide and maintain a similarly high standard of accommodation.

All bookings are made in accordance with the conditions in this guide, together with any additional arrangements specified in writing by Anglo-Continental. These conditions can only be waived when confirmation has been received in writing from Anglo-Continental. Failure to comply with the Homestay conditions, will result in Anglo-Continental removing a student from a homestay without notice and payment will cease immediately with their departure. Under these circumstances, Anglo-Continental is under no obligation to find a replacement student or to pay a notice period.



# My Role as a Homestay Family/ Legal Requirements



At Anglo-Continental, our primary concern is that the student's homestay in Bournemouth is a happy experience. Hosting a student is an extremely rewarding experience for everyone in the family. We pride ourselves on our high standards and effectively you are representing our organisation and so we therefore ask that you:

- Provide a safe and welcoming environment;
- Support and make the student feel like part of the family;
- Ensure that the student understands important information such as normal household routines, meal and curfew times, nearest bus stop and times of the buses and the fire escape plan for the home. Do not hesitate to ask the student to repeat information back and encourage the student to ask for clarification;
- Ensure that you swap telephone numbers (mobile and landline) with your student as soon as possible and confirm with them that they have the school's emergency telephone number;
- Provide a quiet place in the home with a desk or table where the student may study;
- Voice any concerns and questions regarding the student to the Homestay or Student Support Team;
- Teach the student about the British culture and learn about the student's culture;
- Speak clearly, slowly and be patient giving plenty of opportunities for conversation.

## **Visitors' Book**

To comply with current Home Office guidelines, all homestay families are required to keep a Visitors' Book detailing the student's name, home address, arrival and departure dates, passport or identity card document number, forwarding address (if different from home address) and this must be signed by the student. The information must be kept by the host family for a minimum period of twelve months.

## **Gas Safety Regulations**

In hosting a student, you are accepting full responsibility for arranging maintenance by a Gas Safe Registered engineer for all work carried out on boilers, gas appliances and flues. This includes arranging for the issue of a documented annual gas safety check. Without a valid and current gas safety certificate, you are breaking the law and are therefore liable to prosecution. Anglo-Continental reserves the right to request to see a valid gas safety certificate for any homestay, in order to ensure that the property has been inspected and passed by a Gas Safety Registered engineer.

## **Smoke and Carbon Monoxide Alarm Regulations**

From 1 October 2015, every homestay family is required to provide at least one smoke alarm on every storey of their property; install a carbon monoxide alarm in any room where solid fuel is used and ensure that the alarms are regularly tested and are in working order at all times.

Further information on the above regulation is available from Bournemouth Borough Council, Private Sector Housing Team on (01202) 451083, or Dorset Fire and Rescue Service [www.dorsetfire.gov.uk](http://www.dorsetfire.gov.uk)

## **Right to Rent**

From 1 February 2016, the government is introducing a requirement for homestay families to check the immigration status of all adult students aged 18 or over. This process must be carried out as soon as the student arrives.

# My Role as a Homestay Family/ Legal Requirements



With the student present, check that the student's passport or identity card, along with any visas or residence permits, are original documents, as copies are not acceptable. If the student is from the EEA or is Swiss, then make a copy of their passport or identity card. Students who are not from the EEA or Switzerland, will normally have a time-limited leave to remain in the UK. This means that homestay families will need to check and copy the student's visa page in the passport to ensure that the visa has not expired or the page in the passport, which contains the student's entry clearance stamp. Homestay families will need to keep a copy of every document that has been checked. This can be a photocopy, a photograph, or a scanned and unalterable copy such as a jpeg or pdf document. Copies must be kept for a period of 12 months after the student has left. Although this process does not apply to students under 18 years of age, homestay families may be asked to prove that a student who stayed with them was under 18. Therefore, documentary evidence of their age (copy of an identity card or the information page of a passport) should also be kept. Further details and examples on how to check visas and entry clearance stamps is available in the Home Office's 'Right to Rent Document Checks: a User Guide'. Alternatively, the Home Office is providing a telephone helpline on how to carry out 'Right to Rent' checks. This service is available by calling 0300 069 9799.



# Homestay Facilities and Services

## Conditions for the Provision of Homestay Accommodation



### REGISTRATION

The details of homestay families, accepted by Anglo-Continental, are included in its Homestay Accommodation Register. All rooms in the homestay, be it at the initial registration visit and at review, must be seen by an Anglo-Continental representative.

### FACILITIES TO BE PROVIDED

#### The House and Cleanliness

The students must be allowed to utilise all communal areas of the house in the same way as any family member. Please ensure that your home is always clean and tidy while hosting a student.

#### Student's Room

Anglo-Continental undertakes to provide each student with his/her own suitably and comfortably furnished bedroom, which must have been approved by its representative. Rooms that have not been specifically approved by Anglo-Continental must not be used and failure to comply with this will result in the student being moved from the homestay family with immediate effect.

The room must be in a good state of cleanliness and repair and have adequate heating. The room should be sufficiently spacious with natural light (windowless rooms are not acceptable), equipped with a standard sized bed and mattress (camp beds, bunk beds, futons and sofa beds are not acceptable) and adequate hanging and drawer space for clothes. The room must not contain any of the host family's personal possessions or items of storage as it must be for the sole use of the student. Students are expected to keep their room tidy but they are not expected to clean it as the room should be cleaned once a week



# Homestay Facilities and Services

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by the host. Bed linen and towels must be provided and changed at least once every week and there must be a suitable supply of duvets or blankets available. In specified cases, twin or triple rooms may also be required. We do not accept annexes that are not an integral part of the home as suitable homestay accommodation. In addition, the student must not be asked by the homestay family to share a room with another student from Anglo-Continental, with a student from another school or with another member of the homestay family, unless this is agreed in advance by Anglo-Continental.

### **Meals**

The fees paid to the homestay family include meals as detailed in the Homestay Accommodation Rates of Payment. Meals will be provided as agreed and will offer a varied and well-balanced diet, taking into account any reasonable dietary requirements expressed by the student. However, homestay families are not expected to provide special dietary requirements (e.g. vegetarian, halal or gluten free meals) unless agreed and confirmed at the time of the booking. All students are expected to eat the same meals as other members of the family and at the same times, unless timing issues occasionally prevent this. If the student is due to arrive later than the scheduled meal time, then the food needs to be saved so that the student can eat this at a later time.

Full board accommodation (breakfast, evening meal and a light lunch) is required at weekends, bank holidays and during the Christmas period when the school is closed.





### Showers/Baths

The student must be allowed at least one bath or shower each day at a reasonable time without extra charge.

### Heating

The temperature in the house should be maintained at a warm, comfortable level. It should be borne in mind that many students come from warmer climates and may feel cold in temperatures acceptable to people who live here. A higher level of heating than is normally needed for a bedroom and will be required for the student in the room which will be used for study purposes.

Under no circumstances should a student be asked to pay additional heating charges.

### Laundry

Laundry services are included in the homestay accommodation fees. Standard Accommodation and Standard Accommodation with Private Bathroom includes a laundry service for one light load of washing per week. A small weekly charge may then be agreed directly with the student, if additional laundry services are required.

### Telephone Calls

Anglo-Continental cannot accept liability for telephone charges incurred by the students or Group Leaders. It is strongly advised that if the homestay landline is used by a student, then the call is supervised by a member of the homestay family. Telephone calls should be on a "reverse charge" basis or made with an international telephone card.

### Internet

Please ensure that your internet is available for students to use when they need it. If you have a monthly data allowance limit, please communicate this to the student at the start of their stay in your home. Under no circumstances must an additional charge be made to the student for the use of an existing internet connection.

### Keys

All students aged 16 years and over must be provided with their own keys to allow them free access to the homestay at any time.

Anglo-Continental cannot accept liability for any charges incurred by the homestay family, for replacing keys or changing door locks, if the student should lose, or fail to return keys on their departure. It is the responsibility of the homestay family to make arrangements with the student for the safe return of the house key before their departure.





It is not uncommon for students and homestay families to have misconceptions of each other's cultures. What you may consider rude or unacceptable may be normal behaviour in the student's culture and vice versa. It is important to communicate clearly with your student.

## **What challenges might the student experience during their stay?**

- Homesickness and loneliness
- Culture shock
- Difficulty with language
- Homestay/student differences
- Different rules and expectations from their own home
- Food expectations

## **What should I do?**

- Talk to the student
- Encourage the student to talk
- Help the student to find interests to become involved in
- Encourage the student to talk to the Student Support Team and notify them if you think that you or your student needs help

## **Culture Shock**

This can best be described as realising that your familiar ways of behaving are no longer appropriate. The students find themselves in a foreign culture, where people relate to different expectations, where language is different and where the rules for polite and socially acceptable behaviour bear no resemblance to what they have been used to in their own society. Culture shock may appear at any time within the student's stay and can occur on more than one occasion. The severity of culture shock and the duration that the student feels it can be influenced by such factors as individual personality, the relationship between the host family and student, stresses such as a forthcoming exam and changes in sleeping and eating habits.

## **Symptoms of Culture Shock**

- Complain about feeling unwanted or mis-understood
- Withdrawn and easily becomes moody and irritable and ignoring rules
- Becomes defensive or argumentative over innocent remarks
- Spending hours in their bedroom isolating themselves from the homestay family and their friends
- Wishing to be home where people understand
- Frequent and lengthy phone calls home
- Changes in appetite, sleeping patterns and becoming depressed

## **Helping to Overcome Culture Shock**

Explain to your student what culture shock is and that these feelings are normal and temporary. Be as sympathetic and as understanding as possible – this is not a reflection of you as a host family. Encourage the student to talk about these feelings with other students or the Student Support team. If possible offer the student some 'one-to-one' time – going out for a tea or coffee, a walk, sharing a quiet time talking about the student's family and friends back home



### THE RESPONSIBILITIES OF THE HOMESTAY FAMILY

#### Privacy

The student is entitled to exclusive use of their bedroom at the homestay accommodation and access for the host family is not normally permitted, unless previously agreed by the student or for the purposes of cleaning the room or changing the bed linen.

#### Family Life/Guests

The student is asked to do all that he/she can to conform to the customs and routines of the household. Similarly, the homestay family is asked to ensure that the student is welcomed as a member of the home, and that the differences in his/her background are carefully considered. Particular attention should be paid to the requirements of his/her religious faith, social customs and attitudes.

The homestay family must help and encourage the student to converse in English as much as possible to improve his/her understanding of the language and assist him/her to adapt to the English way of life.

It is at the discretion of the homestay family if students may bring guests to visit or to stay overnight at the family home. Students should be made aware that in all circumstances, guests are only allowed with the express permission of the homestay family.

#### Insurance

The homestay family should accept that there will be a certain amount of wear and tear and accidental damage to their home when hosting students. The homestay family should ensure that their household insurance provides adequate cover. Homestay families are advised that Anglo-Continental cannot accept liability for any claim in respect of damage caused by students, whether by accident, negligence or design. If damage to the home does occur, then the homestay family is asked to negotiate directly with the student and to agree a reasonable amount to replace or repair the item in question. In addition, a Personal Liability Insurance policy would protect the homestay family against any claim which a student might make against any member of the family.

#### House Rules and Local Information

It is appreciated that it might be necessary to have certain house rules, but experience has shown that rules posted in bedrooms harm the family atmosphere. The homestay family is asked to explain any essential rules to the student. Helpful information - such as bus numbers, timings and approximate fares should also be given to the student.

#### Supervision and Curfew Times

Supervision is required for students under 18 years of age as they are legally children. Students of this age should return to the homestay not later than 23.00 hours. Students aged 18 and over should not have a curfew time imposed on them. It is advisable that you make a note of the mobile number of your student so that you can make direct contact with them if they are out later than expected. If there is any cause for concern regarding a student's behaviour, the homestay family should inform Anglo-Continental.



### Alterations to the Home/Moving Home

If a student has been placed with you and during their stay you are moving home, planning structural alterations or redecorating your home, then Anglo-Continental must be advised in advance. We will then consult with the student and ascertain whether they wish to remain in the homestay during this period of upheaval. If you are moving home, Anglo-Continental must be notified of your new address and your new home must be approved by Anglo-Continental for use.

### British Council Ruling and Other Students in the Home

Homestay families must strictly adhere to The British Council's ruling of a maximum of 4 adult students per household. However, you cannot Privately Foster more than three children under the age of 16 unless the children concerned are siblings.

Except at the specific request of our clients, it is not the School's policy to place students in homes where there are others with the same mother-tongue. In addition, a student may wish to be the only one accommodated with the family. Anglo-Continental must therefore be kept informed of the presence of other students in the home, either from other organisations or booked privately.

### Fire Escape Plan

In the event of a fire, homestay families should ensure that they have in place for their home a fire escape plan, and as best policy, explain the plan to everyone in their household including the students that are staying with them. Further information on smoke alarms and planning a suitable fire escape plan can be found on the Dorset Fire and Rescue Service website: [www.dorsetfire.gov.uk](http://www.dorsetfire.gov.uk)

### Communication with the Student

If the homestay family receives an email from the student or the student's parents/guardians prior to arrival, every effort should be made by the homestay family to reply.

## THE RESPONSIBILITIES OF THE STUDENT

### School Attendance

Anglo-Continental insists on punctual and regular attendance at school, and absence is permitted only for legitimate reasons. Students who are absent without excuse are warned by the school that irregular attendance will be recorded and, if it is continued, may lead to expulsion. Homestay families are asked to ensure that the school is informed if their students are unable to attend for any reason. When students under the age of 18 are absent from school, the homestay and the student will be contacted to ascertain why they are not at school and where they currently are.





### Homework

All students are required to complete a certain amount of homework and they therefore require facilities at home for private study. A table should be made available in the homestay for private study. It will be of great assistance to the student if he/she is able to work quietly in his/her free time.

### Illness or Accident

Students are normally covered by the National Health Service for emergency medical treatment at the "Accident and Emergency" department of the hospital. If a student is staying for 6 months or more and qualifies for free NHS treatment, then they may require help from you to register with your family GP. Students should register with a doctor as soon as they begin their studies in the UK and not wait until they are unwell to do so, as it may prove difficult to receive immediate treatment if registration has not taken place. If a student is ill or has an accident, the homestay family is asked to call the family doctor and to notify Anglo-Continental immediately.

### Safeguarding Guidelines

The purpose of the following guidelines is to raise awareness of safeguarding issues within a homestay family setting and to ensure that you know what you **must do** if a disclosure is made, or if you suspect abuse or neglect. These guidelines refer to any student under the age of 18 or an 'Adult at Risk'. An 'Adult at Risk' is a student who is 18+ and is receiving health care; has a disability and who is, or who may be unable to, take care or protect themselves against harm or exploitation. Homestay families have a 'duty of care' to ensure the safety of young students or an adult student who is at risk.

Safeguarding issues usually cover four main forms of abuse. They are :

**Physical** – physical abuse can sometimes be difficult to spot as the victim is often embarrassed of any bruising/marks on their body and may seek to hide these signs.

Giving children alcohol or inappropriate drugs is also termed as physical abuse.

**Sexual** – this is the most recognised category and it also covers any pornographic-related offences along with grooming. Homestay families should also be aware of the dangers of social-networking sites on the internet.

**Neglect** – This involves a failure to provide warmth, food, clothing, appropriate medical care and protection from physical harm.

**Emotional** – this includes the inappropriate use of criticism, threats as well as verbal or cyber-bullying.

If a student discloses to you that they are or have been abused, you must remember that you now have a legal duty to pass this information on and that in these circumstances, you cannot be bound by confidentiality. **Action must always be taken in these circumstances.** Listen carefully to what the student is saying and stay calm. Only ask questions to clarify what is being said. Tell the student that they are doing the right thing and re-assure them that this information will only be passed on to people that need to know and that you now need to contact Anglo-Continental. If this occurs during office hours (Monday to Friday, 08.30 to 16.30 hours), then please contact the Student Support Officer (**01202 411834**). If the incident happens outside office hours, please contact the Emergency Line (**07831 613193**). Write a short report on the main points and this should include details of the incident, using as far as possible the student's own words and information on dates, times and places.



### Preventing Extremism and Radicalisation

Extremist organisations can develop and popularise ideas which create an environment conducive to violent extremism and terrorism. Anglo-Continental is committed to providing a secure environment for students, staff and homestay families. Extremism is holding extreme political or religious views which may deny rights to any group or individual. Radicalisation is the act or process of making a person more radical or favouring extreme or fundamental changes in political, economic or social conditions, institutions or habits of mind.

The role of staff and homestay families is to promote the values of democracy, individual liberty, mutual respect and tolerance for those with different faiths and beliefs. It should be noted that extremism can refer to a range of views, e.g. racism, homophobia, right-wing ideology, as well as any religious extremism. We will encourage students to respect one another and to respect and tolerate difference.

There is no place for extremist views of any kind at Anglo-Continental. Our students should see our school and our homestay families as safe places, where controversial issues or events can be explored safely and we have a duty to ensure that this happens and that no students are marginalised in any way. We also recognise that if we fail to challenge extremist views, we are failing to protect our students, homestay families and staff. Extremists of all persuasions aim to develop destructive relationships between different communities by promoting division, fear and mistrust of others based on ignorance or prejudice.

Homestay families should be alert to disclosures by students of their exposure to extremist actions, views or materials such as; students accessing extremist material online or voicing opinions drawn from extremist ideologies and narratives; changes in behaviour e.g. becoming isolated; attempts to impose extremist views or practices on others and displaying anti-western or anti-british views.

If concerned, homestay families should contact as a source of advice, the Designated Lead Safeguarding Officer, Julie Haine – 01202 411813, [jhaine@anglo-continental.com](mailto:jhaine@anglo-continental.com) or Rina Loder – Student Support Counsellor, Deputy Safeguarding Officer – 01202 411834, [rloder@anglo-continental.com](mailto:rloder@anglo-continental.com). They can also be contacted via the school's emergency telephone on 07831 613193. Alternatively, advice can be sought from Dorset Police on 101, or in an emergency on 999.





### Office hours

Our Homestay and Student Support Staff are available from Monday to Friday, 08.30 to 16.30 hours, on the telephone numbers below and they will assist you with any enquiries that you may have with regards to your student booking. Where possible, try to avoid student break times (10.15 to 10.45 hours) and lunch time as staff will be dealing with student enquires at the counter.

### Emergency telephone

In the event of a serious emergency arising outside office hours, the homestay family should first try to telephone the school, as there are often members of staff working beyond the normal times. If necessary, however, a member of staff on duty at this time may be contacted by dialling the emergency telephone number which is 07831 613193. This telephone number should only be used in the most serious of emergency situations.

### Student Support Officers

If a student has a personal problem during their stay, our qualified Student Support Officers are here to help them. Our Student Support Officers offer a professional and completely confidential service to the students. Our Student Support Officers are both professionally qualified counsellors and members of the BACP (British Association of Counselling and Psychotherapy). The Student Support Officers should be your first point of contact if you are encountering a situation that is concerning you.

### Communication

All Homestay families are required to complete the 'Homestay Accommodation Register Application Form/Review Form' so that Anglo-Continental can have an up-to-date picture of the accommodation and family life that you can offer our international students. This, in turn, assists our staff in placing the most suitable student(s) in your home. Please would you inform the staff in Student Services - Accommodation as soon as reasonably possible of any changes to the information you have provided to us, so that our database can be kept as accurate as possible.





### Support Telephone Numbers

Student Support Officer 01202 411834

Student Bookings/Viewing Representatives  
01202 411845, 01202 411832, 01202 411862 or 01202 411863



Emergency line 07831 613193

Email: [ACSEaccom@anglo-continental.com](mailto:ACSEaccom@anglo-continental.com)





*"I thoroughly enjoy looking after students and have learnt so many interesting things and met some wonderful people. One of the most important aspects to hosting students is to eat with the students as much as possible in order to get to know them properly and make them feel welcome."* ~ **Mrs Langley, Homestay Family**





## Student feedback about other host families

*"My host family couldn't be better. It was great staying with them, they treated me as if I were part of the family." ~ Mya Sandra, Spain*

*" My room is clean and beautiful. The food is very very delicious. The host family are always smiling and happy." ~ Ayane, Japan*

*"The host family is very kind, sympathetic and welcoming. I'm very sad to leave them and Bournemouth." ~ Natasha, France*

*"Very friendly family. A lot of practice for learning English. Homestay family care for their students great." ~ Silke, German*

*"They are very friendly, talkative, hospitable, kind. They make me feel very comfortable." ~ Algan, Turkey*

*I felt really good with my family. The food is delicious, they are nice and friendly and I felt like being at home. I had no problems at all. If possible when I come back I would like to have the same family." ~ Monica, Italy*

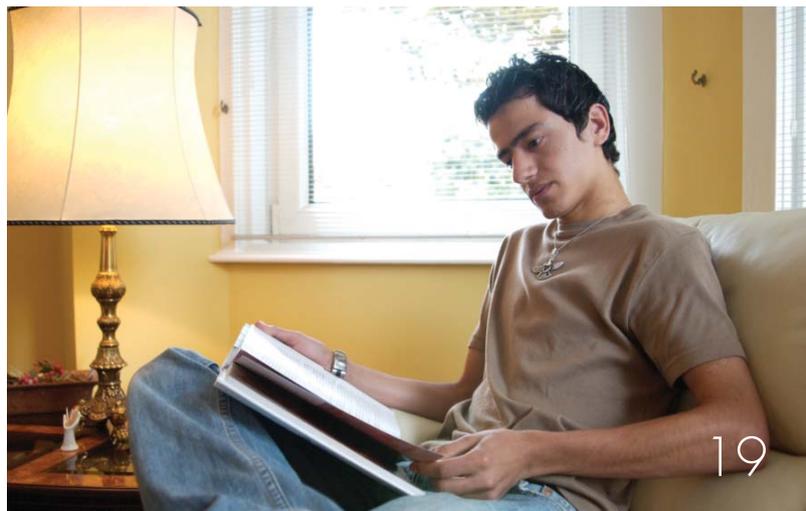


# Booking Procedures and Payment

For Standard Homestay Rates of Payment 2016  
please contact us.

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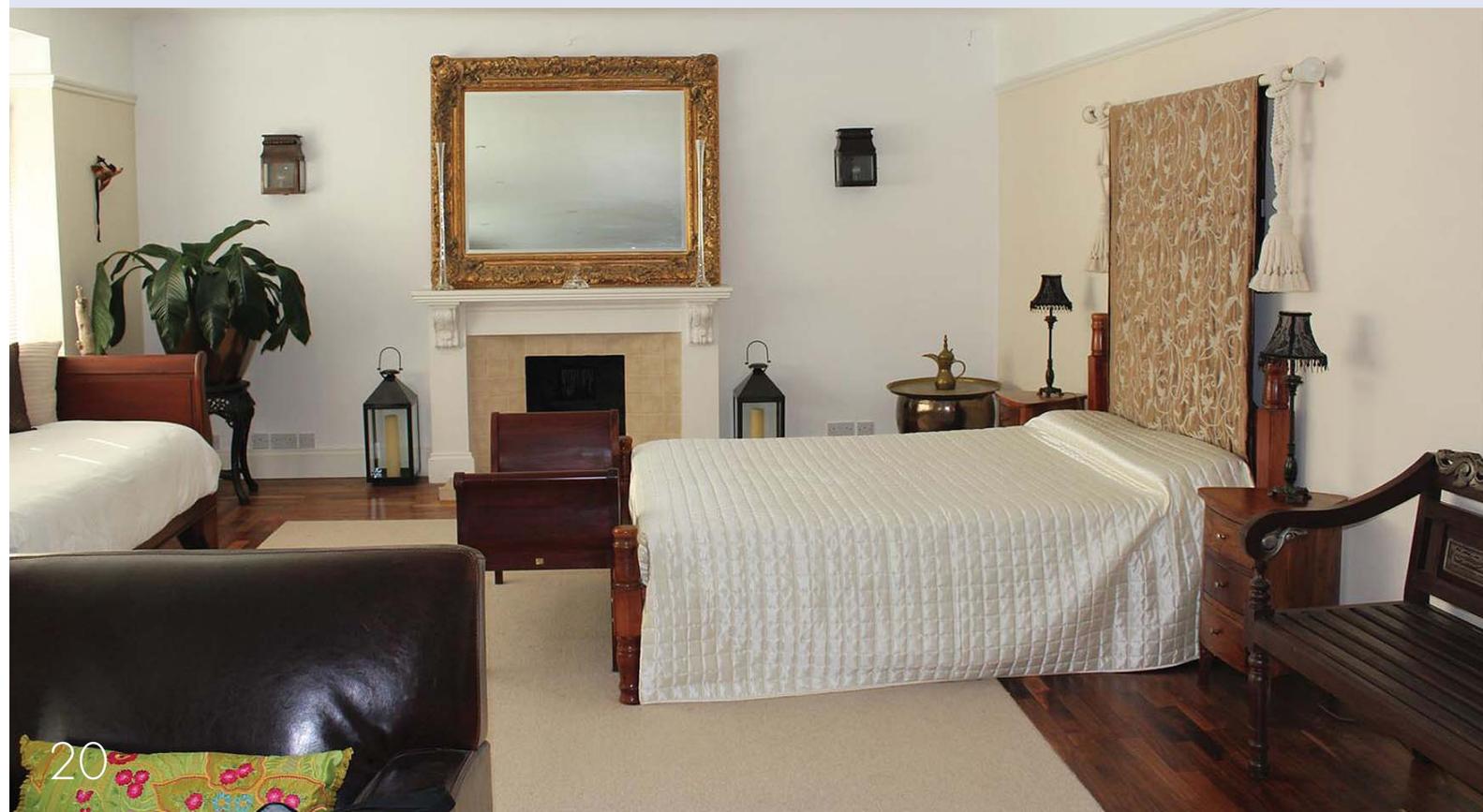
# Executive Homestay Accommodation

**Executive homestays offer a more enhanced standard of comfort and hospitality.**

Please ensure you provide the following:

1. All rooms including the bedroom, should be spacious and comfortably furnished to a high standard. Once rooms have been approved, no alternative rooms may be allocated in their place.
2. Ensuite or private bathroom facilities.
3. A full laundry service (including washing and ironing). Any items requiring dry cleaning should be paid for by the students.
4. Use of internet facilities.
5. Breakfast and a varied home cooked three-course evening meal Monday to Sunday to include a glass of wine or beer. Lunch at weekends and on bank holidays.

Students that request executive homestay are normally accustomed to a high standard of comfort and attention and require homes where they will be welcomed as members of the family in a relaxed and friendly atmosphere. At the same time, they must be given every facility for quiet, concentrated study when they wish to work.



# Executive Homestay Accommodation

For Executive Homestay Rates of Payment 2016  
please contact us.





### Booking

An accommodation week consists of 7 nights with students typically arriving and departing on a Sunday.

Bookings are either agreed verbally, or by email, with the homestay family. Any verbal communication is confirmed by email and text reminders for future student bookings, along with arrival and departure information will also be sent. Once a booking has been accepted by the homestay family, the agreement is considered to be firm and binding.

### Collection of Students

If the student(s) you are expecting are part of a group, then homestay families are required to collect their students on arrival from Anglo-Continental and also to drop them off at Anglo-Continental when they depart.



### Students' Arrival

Some students do not inform us or their homestay of their expected time of arrival in Bournemouth despite Anglo-Continental requesting this information. If no information is received, arrival at any time on the scheduled date should be assumed. If a homestay family has to go out on the arrival day, they should make arrangements for an adult member of the family, or if necessary a friend, to welcome the student on their behalf.

If there is nobody at home when the student arrives then it will be necessary to place him/her in alternative accommodation. In this event, no payment will be made to the homestay family. If the homestay family decides not to accept a student due to their late arrival time, then it will be at the discretion of Anglo-Continental whether or not they remain with the replacement family for the duration of their course.

### Cancellation of a booking by a homestay family

When accepting a booking, please be aware that while it is understood that occasionally hosts have to cancel due to family emergencies, we do not expect our homestay families to cancel (even with several weeks' notice) unless it is absolutely unavoidable. A cancellation not only involves extensive administration for us, but it damages the school's reputation with the agent and the student. It can also cause anxiety for a student who has mentally prepared themselves for their new family away from home. Records are kept when homestay families cancel their student and this will have a bearing on future bookings.

### Non-Arrival

If a student has not arrived by the Monday following the date of the reservation, the homestay family is asked to notify Anglo-Continental without delay. Homestay families are not entitled to receive compensation payments when a student cancels or delays their course start date. Where this occurs, the homestay family will be placed on a priority list to ensure that they are offered the next suitable student.

### Change of Dates

If a student wishes to curtail or prolong his/her stay, Anglo-Continental will notify the homestay family and will confirm by email the reservation of accommodation in accordance with the revised dates.

# Booking Procedures and Payment

## Conditions for the Provision of Homestay Accommodation



### Non-Standard Bookings

If a student books his/her accommodation through Anglo-Continental for a period which includes additional nights over and above standard accommodation weeks, payment is made at a pro-rata basis for the additional nights.

### Early Arrival and Late Departure

Payment will be made only for the exact period stated on the reservation confirmation, subject to any amendments made by the Homestay Department. If the student arrives early or departs late under arrangements not made by Anglo-Continental, he/she is responsible for making payment direct to the homestay family for the extra days. Payment may be made on a pro-rata basis depending on the departure date.

If the arrival or departure dates are different to those specified in the letter of confirmation or subsequent amendment document, then the homestay family is asked to inform Anglo-Continental without delay.

### Change of Accommodation

If a student requests to move from their accommodation, then in normal circumstances, one full week's notice will be given to the homestay family. However, if it is deemed necessary by Anglo-Continental, because the situation that has arisen relates in a detrimental way to the well being of the student, then the student may be moved either immediately, or with less than one week's notice. Payment will cease with the departure of the student. If appropriate, the homestay family may be placed on a priority list for the next suitable student.

### Temporary Absence/Holiday

If it is necessary for the homestay family to be away for a short period during a student's stay, it is imperative that Anglo-Continental is advised of and approves the arrangements made to take care of the student. Absence of the family for holidays or other reasons during a student's stay is not acceptable to Anglo-Continental and in such cases, Anglo-Continental reserves the right to cancel the reservation and cease payment without notice and withdraw the homestay family from Anglo-Continental's homestay register.

### Christmas Holidays

During the Christmas/New Year Holiday period the school will be closed. Students will require full-board accommodation as homestay families will be paid a supplement in addition to the standard weekly rate of pay. The student must be invited to join in the family celebrations. The requirements for this period will be confirmed with each family prior to the commencement of the Christmas/New Year Holiday.

## PAYMENT TO THE HOMESTAY FAMILY

### Method of Payment

Accommodation fees are paid by direct bank transfer to the homestay family's account. The first payment will be made on the Friday of the second week of the student's stay, and will cover the first two weeks of payment, or one week's payment if the student is a one week booking. If applicable, the next payment will become due during the fourth week of the student's stay and will be for two weeks, or one week in the event of a three week booking.

We recommend that the homestay family should maintain a record, for tax purposes, of all payments received.





### Private Arrangements

If a student wishes to pay accommodation fees directly to the homestay family it becomes a private arrangement and Anglo-Continental should be notified immediately. Anglo-Continental cannot accept any liability for this arrangement.

### Overpayment

If, at any time, the homestay family receives payment in excess of its entitlement, it is a strict condition of these arrangements that they must inform Anglo-Continental without delay, so that arrangements to repay the excess amount are confirmed. If there is an overpayment, this amount will be deducted from your current, or if necessary, your future bookings.



## HOMESTAY REGISTRATION CONDITIONS

### Placement of Students

Anglo-Continental will only place students into homes and rooms which have been approved by an Anglo-Continental representative. It is essential that English will be the language of communication within the homestay family. Under no circumstances does registration of a homestay family guarantee that Anglo-Continental will place students in any given family at any time.

### Acceptance of Conditions

In accepting a booking for the accommodation of a student, the homestay family agrees to these Conditions and gives consent to the disclosure of any relevant information about their home and family to the agent/representative making the reservation. The homestay family also agrees to abide by the English UK Code of Practice for the Providers of Homestay Accommodation for English Language Students, which is available online at [www.anglo-continental.com/homestay.html](http://www.anglo-continental.com/homestay.html). Homestay families should regularly check on the above website for any updates to our Homestay Conditions.

### DBS Disclosures for Homestay Families

If the homestay family takes students under the age of 18, they are required to have a current DBS check, which is valid for three years. They must also inform Anglo-Continental of any changes concerning people living in their home, e.g. a new police conviction, an adult lodger starting to live in the home or a new partner staying overnight. The adult lodger and new partner will also require a Disclosure check. An Anglo-Continental representative will be required to meet all family members of the homestay family currently residing at the address if the homestay family takes students under the age of 18. For more information on hosting students under the age 18 please see our Homestay Handbook for Young Learners and Private Fostering Students.

# Booking Procedures and Payment

## Conditions for the Provision of Homestay Accommodation



### Force Majeure

It shall be a fundamental condition of the contract between Anglo-Continental and the homestay family that Anglo-Continental shall not in any way be liable to the homestay family in the event of a visa refusal, late arrival, non-arrival or early departure of a student by reason of industrial dispute or other cause outside the control of Anglo-Continental.

### Reviews

Anglo-Continental reserves the right to review the Homestay Accommodation Register and to reinspect any homestay family at any time. You will normally be reviewed every 12 - 24 months by one of our Viewing Representatives. We reserve the right, if such action is deemed necessary to remove a homestay family from the Accommodation Register at any time, and shall not be obliged to discuss the reasons for any such decision.

Anglo-Continental also reserves the right to carry out spot checks. If homestay families refuse to cooperate with our staff when trying to arrange a review or a spot check, then it will be necessary to remove the homestay from our register of approved families. Any students will be removed from the family without notice and payment will cease immediately with the departure of the students.

### Data Protection Act 1998

Under section 7 of the above Act any adult member of a Homestay Family is entitled to request from Anglo-Continental a copy of personal data held on its database relating to him/her. The request can only relate to an individual member of the family, must be submitted in writing by that individual to the Student Administration Manager, and should be accompanied by payment of a £10 administration fee.

### VALIDITY OF CONDITIONS

These Conditions are valid from 1 January 2016. Anglo-Continental reserves the right to make changes to these conditions without prior notification. For the current version of these conditions visit the website: [www.anglo-continental.com/homestay.html](http://www.anglo-continental.com/homestay.html)



## Top 10 Tips for Successful Hosting

- 1.** Communication is the key to successful hosting.
- 2.** If a student makes contact with you prior to arrival, please make every effort to reply.
- 3.** On their arrival, please exchange contact details with your student.
- 4.** Make sure that you comply with all legal requirements when hosting a student (please see page 4 for further details).
- 5.** Show your student the nearest bus stop. Inform them of the bus times and, if appropriate, the route to walk to school.
- 6.** Register your student with your family GP when they first arrive, as it may prove difficult to receive immediate treatment if registration has not taken place.
- 7.** Treat your student as part of the family.
- 8.** Students really do enjoy the time that you spend with them, especially if you can involve them in British customs such as having a cup of tea. A chat at some point during the day is always really appreciated and can help alleviate homesickness and culture shock.
- 9.** Inform us of any changes concerning people living in your home, or any home improvements you are planning.
- 10.** When contacting you with regard to changes and cancellations to your bookings, please appreciate that these are normally due to circumstances outside our control.



# Introduce a Friend and Earn **£75.00**

If you introduce a new homestay family to us, we will credit your account with £75.00, once they have successfully hosted their first student from us.

Contact us on 01202 411862 for further details.

*We thank you for your continued support*  
Anglo-Continental's Homestay Team



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The information in this guide is given in good faith and has been carefully checked. Anglo-Continental, however, accepts no legal responsibility for its accuracy.